

District Network Update Procedures

Many computer network systems are critical to the functioning of the district computer system. These systems are required to be in place and working as to not cease productivity in the work or learning environment. This being the case, it is imperative that updates to these systems be planned, coordinated, and implemented to increase worker productivity and eliminate down time. Except in the case of extreme emergency, the following processes shall be followed:

- 1 **Critical Network Systems**—These systems would include, but not be limited to, switches, routers, controllers, core servers, and other essential core devices.
 - a. Scheduling on Friday evening, Saturday, evening before days off school (Thanksgiving Break, Christmas Break, Spring Break, Fall Break, etc.), or other agreed to scheduled time.
 - b. All updates will be scheduled at least two week in advance on the “System Updates” shared Outlook calendar to allow time for technology staff review and make recommendations.
 - c. This update request will be reviewed by the IT staff for recommendations
 - d. At least two district technology employees will be available to verify the completion of the process.
 - e. All technology staff will be emailed prior to the beginning of the update and then at the conclusion.
 - f. The employees doing the update will need to have availability, i.e. not scheduled for vacation, etc., to resolve any conflicts or unforeseen problems.
 - g. When necessary, all district employees will be notified, prior to the update, when the update **will** result in a loss of district services for any period of time.

- 2 **Specialized Systems**—These systems would be items such as Aspire, Pinnacle, Alio, etc. that provide important district functions but are not critical to the entire network functioning.
 - a. These updates need to be scheduled at least two days prior to the update.
 - b. Scheduled on a Friday or prior to a day off unless the update is of an important nature to the function or security of the network or other agreed to time.
 - c. It is recommended that two technology employees verify the work has been completed successfully.
 - d. A review of the update, prior to implementation, will be sent to all technology staff for recommendations.
 - e. All technology staff will be emailed prior to the update and then at the conclusion.

- 3 **Windows Updates**
 - a. Windows updates will be made available for install 5 days after the updates have been released.
 - b. These updates will be scheduled for install when made available.

- 4 **Software Patching**

- a. Patch scanning shall occur on a bi-monthly schedule.
 - i. Critical patches will be automatically issued and installed to deficient software.
 - ii. Non-critical patches will be review and installed as necessary.

5 Anti-Virus/Malware

- a. Anti-Virus/Malware servers shall receive updates from the vendor at least every six hours.
- b. Client Machines shall have update checks scheduled every hour.

6 Imaging

- a. Computer imaging of a significant number of computers within a school, will be done during times when school is not in session so as to not disrupt the normal operations of the district computer network.
- b. Prior to starting a significant imaging project, an email will be sent to the technology staff for notification and monitoring of the network.
- c. For the purpose of this section, a significant number of computer will be more than 10 devices.